



## REQUEST FOR PROPOSAL: AUTOMATED RECRUITMENT AND SELECTION SYSTEM

### Appendix F3: Vendor Responsiveness to Customer Needs

**Vendor Name**

Vendor must concisely detail experience in addressing the needs of its clients and plans for ongoing efforts to continue to meet the changing needs of its clients.

#### User groups

**Are there any formal user groups for your customer base?    ☐ Yes    ☐ No**

**Explain in box below**

**Are there regularly scheduled meetings between customers and Vendor's representatives?**

**☐ Yes    ☐ No**

**Explain in box below**

#### System Changes

**(Please base your answers to all of the following on your past 3 years of scheduled releases.)**

**How do users communicate requests for modifications to the system?**

**Explain in box below**

**How are decisions made regarding modifications to the system?**

**Explain in box below**

**Do customers get a chance to test modifications before they are implemented?    ☐ Yes    ☐ No**

**Explain in box below**

**How often are planned modifications or other upgrades made to the system and how are planned modifications to the system communicated to customers?**

**Explain in box below**



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**How often in the past 3 years were there unplanned releases that impacted customers and how were these communicated to customers?**

**Explain in box below**

**How much advance notification is given to users for planned and unplanned releases?**

**Explain in box below**

**What help is given to users to understand new functionality before it is released?**

**Explain in box below**